

Privacy Policy and Data Retention Statement-Effective from 25th May 2018

I aim to be fully compliant with current AVG legislation and to let you know how I use and protect the data you have given me. I wish to be transparent with regard to the processes. Identifiable information, if shared, will only be used in accordance with this privacy statement. I follow guidance from my governing body (NIP). I will keep these processes under review and refresh them if anything changes.

As a GZ psychologist I am considered the data processor and controller in my practice. As the data controller, I process some of your personal data. No one but me can access this information. My computer has an authentication process.

Data Processing means obtaining, recording or holding information. The definition is very wide, and most of what I do involves a degree of processing. I process the personal data I have collected as controller. I maintain records of personal data and processing activities and hold responsibility should there be a breach.

Communication with third parties

The detail and content of our sessions is confidential to you the client and to me the psychologist. If contact with a third party such as your doctor or employer would be helpful for your therapy, I discuss that first with you. Only if you agree I will communicate (usually by letter) about your treatment. Prior to any communication with a third party, you will always have to give your full consent first and you will receive the letter to view it, before it is being sent.

In exceptional circumstances though, where I am seriously concerned for your wellbeing, or that of others, I may find it necessary to seek help outside the therapy relationship. While I would always and in the first instance seek to gain your agreement to this, in an emergency situation this may not always be possible.

Supervision and process notes

As a private practitioner, I have monthly on-going supervision to support and ensure my practice is safe. I may need to discuss our work in clinical supervision. Supervision is itself confidential. Your name will be kept anonymous.

Note keeping

I may make brief notes after each session. These are purely to help me in my work with you, they are disclosed to no one other than and if necessary to my clinical supervisor. Such notes and your dossier will be held for a maximum of 15 years. After this time frame, they're disposed of securely. You have a right to see the information I hold about you should you wish to. You have a right to change any information which you consider to be incorrect. You can also ask me to delete all/any of the information that I hold. There are however some details I need to keep due to legal and professional obligations.

Data Storage

I will endeavour to keep all sensitive data safely. This involves me anonymising, using passwords and encrypted documents. I keep all hard copies of sensitive data in a locked filing cabinet and/or password protected computer file. Your file will be kept for 15 years.

My email system is password protected. I dispose of emails that contain sensitive information (such as journals you may send me) on a monthly basis. Please take care to protect your privacy when using this means of communication. I dispose of general emails, for example information about appointments, after a maximum of 7 years.

While we work together I will keep your phone/FaceTime number and your initials on my smartphone. My smartphone is password and thumb-print protected.

If you have your sessions through Skype, your Skype username will be stored within the Skype app on my device. If you choose to contact me regarding appointments through a text platform, such as WhatsApp please be aware of securing your details such as photo ID. I will delete such communication as soon as it is no longer needed.

I will only contact you in response to you, or concerning appointments unless we have otherwise contracted for me to do so (for example if I send you some information relating to a discussion during your session or as a temporary holding/check in arrangement).

When we discontinue working I will delete your number. This doesn't mean that you can't get in touch with me after your sessions have ended if we have an arrangement for you to do so (for example if you would like to restart therapy).

I do not engage with clients socially through any social media (such as Facebook or instagram).

In the event of a complaint regarding your data and privacy policies please contact me directly.